



Illinois Medicaid Redetermination Project Frequently Asked Questions (FAQ)

**We have operators who speak Spanish, and free interpreter services in other languages. Tenemos operadores que hablan español, y servicio de intérpretes gratis para otros idiomas. Información en español disponible
1-855-458-4945 (TTY: 1-855-694-5458)**

Will this affect me or my family?

This project will affect most people who get a medical card from the state of Illinois. It includes Medicaid, All Kids Assist, All Kids Share, All Kids Premium Levels 1 and 2, Moms & Babies, Family Care, seniors, persons with disabilities; and long term care cases. At least once each year, the state must make sure that you are still eligible for benefits.

What is redetermination?

This is the annual process where the State reviews whether your medical case meets the rules for you to keep getting benefits.

How will I know when it's time or redetermination of my case?

The State will review your case, and only reach out to you if additional information is needed to complete the redetermination. You will not need to complete a redetermination form unless additional information is needed. If we need information from you, you will receive a letter from the State. It will be very important that you provide the information requested. If you live in a nursing home or supported living facility, you will still get an annual redetermination form to complete.

How is redetermination decided?

The redetermination review uses the information you gave on your application, information you may have shared with your caseworker, and other electronic information to check if anything about your case has changed in the time since your benefits were approved. If your case still meets all the rules, your redetermination will be approved and you can still get medical benefits.

How will I know if I can still get medical benefits?

You will get a letter in the mail that tells you whether you still qualify. If your redetermination is approved, the letter will tell you about your benefits. If it is not approved, the letter will tell you why. You may also get a letter that asks you to send more information to help us decide.

If I didn't get a medical card this month, does that mean I have been cancelled?

Probably not. A recent Illinois law mandated that the State stop sending a new Medicaid card each month. In March of 2013, new cards will be sent to all Medicaid clients with a notice that they should not expect to receive a new card until their next redetermination date. Over the next year, all cases will be redetermined by this project. At the time of redetermination, you will either get a notice of continuation or a notice of cancelation. Clients should not expect to receive a new card each month as has happened in the past.

What proof documents may I be asked to send?

We may ask you to send documents that show us proof of your income, resources (assets), home address, Social Security number, other insurance, or how many people live with you.

Where do I send proof documents?

You can send your proof documents one of these ways:

- Fax your proofs to **1-855-394-8066**. This is the fastest and easiest way.
- Mail your proofs to Illinois Medicaid Redetermination, PO Box 1242, Chicago, Illinois 60690-1242.

If we ask you for proof documents, we'll send you a postage-paid envelope to mail the proofs back to us.

Can I take my documents to my local office?

Please call the hot line number (**1-855-458-4945** or TTY: 1-855-694-5458) to determine best place to take documents. You can take to your local office, but there could be a delay routing the requested documents to the appropriate area resulting in incorrect decision or cancelation.

I missed the due date to send proof documents. What should I do?

If you did not send the proof documents in time, please call us at **1-855-458-4945** (TTY: 1-855-694-5458) right away. Or, you may talk to your caseworker.

Do I still have a caseworker?

Caseworkers are still available to assist clients and make all eligibility decisions. The Illinois Medicaid Redetermination Project will help caseworkers by collecting necessary information needed to redetermine eligibility.

Can I ask for letters to be sent to me in a language other than English?

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información en español disponible **1-855-458-4945 (TTY: 1-855-694-5458)**

Can you share information about my redetermination with someone who is not in my family?

If you want us to give your information to someone who is not in your family, you must let us know by filling out a form. If you want us to fax or mail you the form, please call us at **1-855-458-4945** (TTY: 1-855-694-5458). The call is free.

After filling out and signing the form, fax it back to us at **1-855-394-8066** or mail it to Illinois Medicaid Redetermination, PO Box 1242, Chicago, Illinois 60690-1242.

How can I check the status of my case?

If you got a letter in the mail from Illinois Medicaid Redetermination Project, you can call us at **1-855-458-4945** (TTY: 1-855-694-5458) on Monday to Friday from 7:00 a.m. to 9:00 p.m. and Saturday from 8:00 a.m. to 1:00 p.m. The call is free!

What if I get medical benefits plus other benefits, such as cash assistance or SNAP (Supplemental Nutrition Assistance Program)?

Your caseworker will complete your redetermination and contact you for any proof documents that are needed. Your caseworker will mail you a letter telling you the decision about your redetermination. If your redetermination is approved, the letter will tell you about your benefits. If it is not approved, the letter will tell you why.

I think the decision about my redetermination is wrong. What can I do?

If you do not agree with a decision about your medical benefits, you should contact your caseworker and discuss the change. You can also appeal the decision and ask for a special process called a fair hearing. You must ask for fair hearing within **60 calendar days** of when the decision was made or the postmark date of the Notice. Please refer to the Notice you received for more information on how to file a fair hearing.

Why did the State begin the Illinois Medicaid Redetermination project (IMRP)?

The primary goal of the Illinois Medicaid Redetermination project is to make sure people who get medical benefits from the state really qualify for them. The project was created by a new law, called the SMART Act. The Public Act number of the new law is IL 97-0689.

How can I contact someone if I have other questions?

You can e-mail us at HFS.Medredes@illinois.gov or call us at **1-855-458-4945** (TTY: 1-855-694-5458). The call is free.